

WS-02987A-15-0284



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ORIGINAL Arizona Corporation Commission Utilities Complaint Form

Investigator: Phone: <<< REDACTED >>> Opinion Date: 12/14/2015
 Opinion Number: 2015 - 127715 Priority: Respond within 5 business days
 Opinion Codes: Rates and Tariffs - Other Closed Date: 12/15/2015 8:50 AM

First Name: Karen Last Name: Christain Account Name: Karen Christain

Address:

City: State: Zip Code:

Company: Johnson Utilities L.L.C. dba Johnson Utilities Company

Division: Water

Nature Of Opinion

Docket Number: WS-02987A-15-0284

Docket Position: Against

RE: DECISION 75325

In reference to the Docket# WS-02987A-15-0284 and above referenced Decision by the Commissioners, I would like to make note of p. 5 line 6, paragraph 21 that states, "reserve Staffs right to address any similar issues with regard to the matters raised in this docket should they subsequently arise..."

Well, over the weekend I was contacted by several standpipe customers regarding a most recent flyer given to them (see attached) regarding a 33.333% increase by the "affiliate" company (which staff never did address according to Administrative Code R14-2-804 to my knowledge) Roadrunner Transit for hauling water at the rate now of \$16 p/1000 gallons. Also, the hours were changed to 6am-6pm.

Mr. Johnson, at the August 18th Open Meeting specifically stated, "I give you my WORD today that water will be hauled by someone for no more than \$12 per 1000 and there's availability 24/7, I can't do better than that."

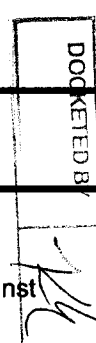
Mr. Johnson's son, Chris Johnson, who is also part owner in Roadrunner Transit, yet ran a public meeting on August 12 at a local school here in San Tan Valley, regarding the water line installation (yet, he runs the "affiliate") was asked by a standpipe customer specifically, "is there some kind of guarantee that Roadrunner is gonna stay at that price?" (referring to their original flyer notifying them of \$12 p/1000 24/7 delivery). Chris Johnson said "my word" while walking over and shaking his hand. Another customer then asked, "they'll stay at that price until water comes to my street?" and Chris Johnson states "yes." We have this all on video.

The Johnson's have never understood the animosity in this community, yet it's actions like this, where one thing is promised, yet another thing is decided, that creates this animosity and lack of trust. This is very disconcerting.

As you can see from my prior letter to the docket, I have felt throughout this process that the behavior perceived and observed has been anything but professional from the company and its owner. When will staff and the ACC show some respect to the public that is to be protected from this type of monopolistic bullying? It is our hope that for these customer's sake, this will be promptly handled. I will send in separate email the video clips from both the Open Meeting as well as the school meeting with their promises being verbally given to these customers, as well as to the ACC.

Date: Analyst: Investigation Submitted By:

Type:



DEC 14 2015

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Arizona Corporation Commission

ACC COMMISSION DOCKET CONTROL

DEC 16 A 9:46

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Arizona Corporation Commission
Utilities Complaint Form

12/15/2015

Telephone

Investigation

Noted and filed for the record in Docket Control. Closed

~~Notice of changes to Roadrunner~~

As of December 15th 2015, rates will change to \$16 per 1,000 gal.
Still a great deal to have water delivered to your door step.


Need Water?
"We Will Haul It"

Free Delivery!
Each New Customer Gets Their
First 1,000 Gallons ~~FREE!~~

\$16 per 1,000 GALLONS
7 days a week 6am-6pm

**Call Roadrunner Transit
Today!**
480-797-4231

Servicing San Tan Valley & Queen Creek



RE: DECISION 75325